



BOARD OF EQUALIZATION

**CUSTOMER SERVICES AND ADMINISTRATIVE
EFFICIENCY COMMITTEE MEETING MINUTES**HONORABLE CLAUDE PARRISH, COMMITTEE CHAIR
450 N STREET, SACRAMENTO

JUNE 13, 2000, 1:30 P.M.

ACTION ITEMS & STATUS REPORT ITEMS**Agenda Item No: 1****Title: Issue Paper: Public Access Regulations****Issue/Topic:**

Shall the Board grant authorization to publish proposed regulations, 18 California Code of Regulations, sections 8000-8016, Public Access to Records Pertaining to Tax and Fee Programs?

Committee Discussion:

The Board was asked whether a person making a Public Records Act request could obtain an index of documents on a particular subject in order to select the documents he or she wanted to obtain. Staff advised that an index will normally be prepared if it is requested.

Committee Action/Recommendation/Direction:

The Committee authorized publication of proposed regulations, 18 California Code of Regulations, sections 8000-8016, Public Access to Records Pertaining to Tax and Fee Programs.

Agenda Item No: 2**Title: Issue Paper: Translating Publications 73, Your California Seller's Permit, and Publication 76, Audits, into Farsi.****Issue/Topic:**

Should the Board translate publication 73, *Your California Seller's Permit*, and publication 76, *Audits* into Farsi.

Committee Discussion:

The Committee discussed the request to translate the publications listed above the 500-copy threshold and how the translation program should determine translation priorities.

Committee Action/Recommendation/Direction:

The Committee authorized staff to work with the Persian-American Society, as they translate publication 73, *Your California Seller's Permit* and publication 76, *Audits*, into Farsi. The Committee also directed staff to provide a historical report documenting the usage and waste of translated publications during the last four years.

Agenda Item No: 3

Title: Status Report: Organizational Health Survey/Recruitment and Retention Group.

Issue/Topic:

Organizational Health Survey – Recruitment and Retention Group

Committee Discussion:

Ms. Zentner reported on the status of the Organizational Health Survey that was conducted through the Recruitment and Retention Group. It was explained that copies of the final report were provided to each of the Board Members and are being reproduced for distribution to all employees after June 23, 2000. It was also noted that the survey generated a participation rate of over 98%, which resulted in more data to analyze than originally anticipated.

Mr. Andal asked about the top four issues that resulted from the survey. Ms. Zentner responded indicating that there were seven primary areas of focus identified, and Mr. Klehs asked what those were. Ms. Zentner explained that the seven primary areas of focus included Work Unit Success, Feedback, Examination/Hiring/Career Development, Work Alternatives, Training, Two Way Communications, and Leadership Issues.

Committee Action/Recommendation/Direction:

The Committee Members indicated that they would be reviewing the report and providing comments as appropriate.

Approved: /s/ Bruce A. Tollner for Claude Parrish
Honorable Claude Parrish Committee Chair

/s/ James E. Speed
James E. Speed, Executive Director

BOARD APPROVED*

At the June 15, 2000 Board Meeting

/s/ Judy Newton
Judy Newton, Chief
Board Proceeding Division

*The Board also approved the Publications Translatopm Program Staff Proposal.